

Department of Workforce Development

Agency Performance Dashboard

Q2 FY2018

Goal Met Key

✓ goal met, ✗ goal not met, ⌚ goal in progress. As determined by comparison of current data and target.

Trend Key

↑ trending in favorable direction, ↔ trend is holding, ↓ trending in unfavorable direction.

Economic Development

Employment outcomes for Registered Apprenticeship

Metric Definition

Increase number of successful employment opportunities for Registered Apprenticeship (RA).

Goal Met	Current	Previous	Target	Trend
✗	2,962	3,040	3,104	↓

Reporting Cycle: YTD Quarterly (October 1, 2017- December 31, 2017)

Additional Details: A new apprentice enters full-time, permanent employment on day one and gains expertise through a structured system of paid on-the-job training for the skilled occupation, combined with related classroom instruction. Because RA cannot exist without a real job, new apprenticeships typically follow the seasonal hiring trends of the economy. Growth can also be achieved through dedicated outreach efforts and/or expansion into new occupations and industries.

Current performance is the year to date apprenticeship contracts during the quarter. Previous is the same year to date quarter last year. Goal is to increase the number of completions in the current quarter compared to the five-year average (Target). Trend is based on the quarterly number of active apprentices over the past 5 years.

Employment outcomes for serving people with disabilities

Metric Definition

Increase the number of successful employment opportunities for serving people with disabilities.

Goal Met	Current	Previous	Target	Trend
✓	1,007	1,019	993	↑

Reporting Cycle: Quarterly (October 1, 2017 - December 31, 2017)

Additional Details: An increase of successful employment opportunities leads to the closure of DWD's Division of Vocational Rehabilitation (DVR) caseloads due to consumers reaching their employment goals. The employment goal is created and agreed upon jointly by the consumer and a DVR counselor to meet the goals to be reached by the consumer. To learn more about DVR services for consumers, visit <https://dwd.wisconsin.gov/dvr>. Annual targets for employment goals for DVR are established with the U.S.

Department of Education Rehabilitation Services Administration (RSA) for each program year. In federal fiscal year 2016, ending 9/30/16, DVR adjusted its employment outcome goal to 3,920 successful placements, relative to new Workforce Innovation and Opportunity Act (WIOA) regulations which changed service outcomes and priorities for DVR. The program surpassed the 2016 goal, achieving a total of 4,616. The new outcome goal for federal fiscal year 2017, beginning 10/1/16, has been established at 3,950 successful placements.

Increased participation by employers for Registered Apprenticeship

Metric Definition

Increased participation by employers for Registered Apprenticeship (RA).

Goal Met	Current	Previous	Target	Trend
✗	2,437	2,363	2,602	↑

Reporting Cycle: YTD Quarterly (October 1, 2017 - December 31, 2018)

Additional Details: DWD's Bureau of Apprenticeship Standards (BAS) conducts outreach to increase RA awareness and participation, and helps employers establish their registered on-the-job training structure and related classroom instruction. In the construction industry, employers work through a Local Apprenticeship Trade Committee, which sponsors the program.

Current performance is the number of employers with active apprenticeship contracts during the quarter. Previous is the same quarter last year. Target is based on the expected quarterly average increase employer participation over the previous year. Trend is based on employer participation over a 5 year period. Fluctuations in the number of employers participating is dependent upon the state of the economy and the mix of trades being served.

Increase the number of apprentices issued completion certificates

Metric Definition

Increase the number of apprentices to complete completion certificates issued (journey worker status).

Goal Met	Current	Previous	Target	Trend
✓	1,336	1,351	1,277	↓

Reporting Cycle: YTD Quarterly (October 1, 2017 -December 31, 2017)

Additional Details: Goal is to increase the number of year-to-date completion certificates issued compared to the previous year's performance (Target). Apprentices who complete their training will earn a nationally-recognized and portable apprenticeship credential, which is issued by DWD's Bureau of Apprenticeship Standards (BAS) and recognized by USDOL. The apprenticeship credential validates the attainment of skills and knowledge in much the same way as a college degree and required in many industries for licensing and/or hiring at a skilled level. An average apprenticeship exceeds four years in length. Trend is based on analysis of past performance.

Increase of apprenticeship wages

Metric Definition

Increase of wages from start of apprenticeship to the completion of obtaining Journey Worker status.

Goal Met	Current	Previous	Target	Trend
✗	58%	83%	60%	↓

Reporting Cycle: Quarterly (October 1, 2017 - December 31, 2017)

Additional Details: Goal is to ensure the apprentice wage, during the apprenticeship, averages at least 60 percent (target) of the skilled rate for the industry in which the apprentice is receiving the credential. An apprentice's wage will increase during the apprenticeship, commensurate with increasing attainment of skill and knowledge.

Current performance is based on the average completion wage (\$29.91) increase over the starting wage (\$18.92). Previous performance is based on last quarter's average starting and ending wage. Trend is based on consistent performance over a four-year period.

Increased participation by employers in Youth Apprenticeship

Metric Definition

Increased participation by employers in Youth Apprenticeship (YA).

Goal Met	Current	Previous	Target	Trend
✓	3,521	3,558	3,500	↓

Reporting Cycle: YTD Quarterly (October 1, 2017 - December 31, 2017)

Additional Details: Youth Apprenticeship (YA) employers are considered active when they have a YA student employed at their place of business. Employers may drop off the active list when their YA student completes the program. If they agree to train another, they will be reflected as active when they are affiliated with another registered youth apprentice. Some students will elect to be in a YA program for two years by pursuing an additional pathway typically within the same career cluster. Previous is calculated in regards to the same metric, during the same quarter of the previous year. Target is based on expected number of employers participating in the current school year.

Increase number of students participating in Youth Apprenticeship

Metric Definition

Increase number of students participating in Youth Apprenticeship (YA).

Goal Met	Current	Previous	Target	Trend
✓	2,525	2,554	2,450	↓

Reporting Cycle: YTD Quarterly (October 1, 2017 - December 31, 2017)

Additional Details: Youth Apprentices are high school juniors and seniors. Their activity in the program coincides with the public school year (September – May/June). DWD awards YA grants and program approval to operate a YA program using a fiscal year of July 1 – June 30, to coincide with the state general purpose revenue funding cycle. This also aligns with the public school year.

Programs are operated in a one-year cycle (450 hours) or two-year cycle (900 hours). Some students will elect to be in a YA program for a second year (Level 2) by pursuing an additional pathway typically within the same career cluster. Previous is calculated in regards to the same metric, during the same quarter of the previous year. Target is based on projected enrollment for the current school year.

Percentage of Unemployment Insurance claimants registering on JobCenterofWisconsin.com

Metric Definition

Percentage of Unemployment Insurance claimants registering on JobCenterofWisconsin.com.

Goal Met	Current	Previous	Target	Trend
✗	97.4%	97.9%	100%	↔

Reporting Cycle: Quarterly (October 1, 2017 - December 31, 2017)

Additional Details: DWD strives to achieve 100 percent compliance for UI claimants to register on JobCenterofWisconsin.com as part of their continued effort to obtain employment. To register and search for employment, visit JobCenterofWisconsin.com.

Reform and Innovation

Amount of time on Unemployment Insurance (UI)

Metric Definition

Decrease the time of Unemployment Insurance claims for claimants receiving Re-Employment Services (RES) as a condition to receive UI benefits.

Goal Met	Current	Previous*	Target	Trend
N/A	17.9 weeks	18.7 weeks*	N/A	↔

*Due to Federal DOL changes to the RES Program the Previous was recalculated to ensure consistent comparison.

Reporting Cycle: Quarterly (October 1, 2017 - December 31, 2017)

Additional Details: DWD's goal is to assist a UI claimant to move to employment as soon as possible. DWD has implemented Re-employment strategies to assist with resources and training to be utilized.

Efficient and Effective Services

Percentage of Unemployment Insurance claims completed online

Metric Definition

Percentage of Unemployment Insurance claims completed online.

Goal Met	Current	Previous	Target	Trend
✓	95%	92%	50%	↑

Reporting Cycle: Quarterly (October 1, 2017 - December 31, 2017)

Additional Details: In response to customer service trends toward the adding of online-based services, DWD has moved to a UI claim filing system that is customer friendly and a self-service model. UI claimants have the ability to file their claims online, at their convenience, to obtain their benefits.

Duration of investigation for Equal Rights cases

Metric Definition

Percentage of Equal Rights cases pending or under investigation for more than 180 days.

Goal Met	Current	Previous	Target	Trend
✓	8.2%	8.2%	25%	↔

Reporting Cycle: Quarterly (October 1, 2017 - December 31, 2017)

Additional Details: DWD's Division of Equal Rights aims to protect the rights of all people in Wisconsin under the civil rights and labor standards laws. Because the division receives complaints from Wisconsin residents regarding civil rights or labor standards issues, cases can be complex, and take greater than 180 days to conclude the proper investigation. DWD strives to maintain a goal of closing each civil rights cases within 180 days.

Workers Compensation insurance payments

Metric Definition

Insurers and self-insurers must mail at least 80% of first compensation payments to injured employees within 14 days or less from the date of injury or last day worked.

Goal Met	Current	Previous	Target	Trend
✓	80%	80%	80%	↔

Reporting Cycle: Quarterly (October 1, 2017 - December 31, 2017)

Additional Details: The Worker's Compensation Act provides for payment of reasonable medical expenses and compensation for lost wages resulting from work-related injuries or disabilities. These benefits are the responsibility of the self-insured employers or the employer's worker's compensation insurance carrier. Under DWD 80.02(3)(a), the timely first indemnity payment to the injured employee is a performance standard insurers and self-insurers must meet 80 percent of the time. On a quarterly basis DWD monitors, evaluates and enforces compliance of this performance standard.

Timely first indemnity payments are a key component of an injured employee's satisfaction with the Worker's Compensation system. Satisfaction with the system helps ensure low litigation rates, which in turn keeps costs down for the system's stakeholders. DWD's quarterly monitoring of this key component saves money for the worker's compensation system.

Customer/Taxpayer Satisfaction

Reduce Unemployment Insurance overpayments due to fraud

Metric Definition

Reduce amount of overpayment due to fraud.

Goal Met	Current	Previous	Target	Trend
✓	1.142%	1.139%	2.171%	↑

Reporting Cycle: Quarterly (October 1, 2017 - December 31, 2017)

Additional Details: Decreasing the amount of overpayment due to fraud benefits employers, as recovered payments are charged to the UI Trust Fund balance. This lowers the yearly employer rate.

Open and Transparent Government

Total number of public records requests received

Metric Definition

Total number of public records requests received within the reporting period.

Current	Previous	Trend
179	140	↑

Reporting Cycle: Quarterly (October 1, 2017 - December 31, 2017)

Additional Details: Executive Order #235 requires agencies to post public records metrics. Requests may be received verbally or in writing and are logged by the agency when received.

Total number of public records requests completed

Metric Definition

Total number of public records requests completed within the reporting period.

Current	Previous	Trend
171	134	↑

Reporting Cycle: Quarterly (October 1, 2017 - December 31, 2017)

Additional Details: Executive Order #235 requires agencies to post public records metrics. Completed or closed means no further action is required by the agency. Requests completed during this reporting cycle may have been initiated during a previous quarter.

Average time taken to fulfill public records requests

Metric Definition

Total time taken (in business days) to fulfill public records requests divided by the total number of public records requests completed in this reporting cycle.

Goal Met	Current	Previous	Target	Trend
✓	2.29 days	2.72 days	10 days	↓

Reporting Cycle: Quarterly (October 1, 2017 - December 31, 2017)

Additional Details: Executive Order #235 requires agencies to post public records metrics. This metric includes requests fulfilled this quarter although the requests may have been initiated in a previous quarter. Weekends, legal holidays, time spent waiting due to an open investigation or assessment, time spent waiting for payment of invoices, and time spent waiting for clarification from requestor are not counted in total business days. Requests received and fulfilled within one business day are calculated as zero days. Fulfilled means no further action is required by the agency.

Percentage of public records requests acknowledged within one business day

Metric Definition

Percentage of public records requests sent to the agency's primary public requests inbox and acknowledged by the next business day.

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	100%	↔

Reporting Cycle: Quarterly (October 1, 2017 - December 31, 2017)

Additional Details: This does not include requests sent via channels other than the primary public requests inbox. Acknowledged is defined as a response sent back to requestor by the next business day. Business days do not include weekends or legal holidays.

Percentage of current employees completing public records training

Metric Definition

Percentage of current employees that completed public records training by March 1 of each calendar year.

Goal Met	Current	Previous	Target	Trend
✗	99.93%	99.45%	100%	↑

Reporting Cycle: Annual (March 1, 2016 - February 28, 2017)

Additional Details: Public records training is available to state employees via our enterprise learning management system. All state employees (permanent, project, and limited term) are required to complete this training. This metric is measured annually on March 1 for employees that started before February 1. Data does not include employees who completed the training, but left employment before the end of the reporting cycle.

Percentage of new employees completing public records training

Metric Definition

Percentage of new employees that completed public records training within 30 calendar days of their start date.

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	100%	↔

Reporting Cycle: Quarterly (October 1, 2017 - December 31, 2017)

Additional Details: Public records training is available to state employees via our enterprise learning management system. All new state employees (permanent, project, and limited term) are required to complete the training within 30 calendar days of their start date.

Percentage of exiting employees that received notice of public records retention obligations

Metric Definition

Percentage of exiting employees that received notice of public records retention obligations on or before last day of employment.

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	100%	↔

Reporting Cycle: Quarterly (October 1, 2017 - December 31, 2017)

Additional Details: It is required that all exiting employees receive notice of public records retention obligations on or before last day of employment.